

NAME

Address

Wilmington, NC 28405

Phone

E-Mail

SUMMARY OF QUALIFICATIONS

- ◆ 15 years of progressive experience in Information Technology
- ◆ Excellent project management and communication skills
- ◆ Sound systems analysis and systems design skills
- ◆ Strong background in designing, developing, implementing and conducting computer training programs
- ◆ Managerial experience

TECHNICAL SUMMARY

Software

Microsoft Office	CA PRMS 8.4	Faxability	Macromedia Authorware 5.2
Microsoft Project	CA Unicenter TNG	Client Access/400	Adobe Photoshop 5.5 and 6.0
Microsoft FrontPage	D&B SmartStream	Adobe Illustrator	McAfee and Norton Anti-virus
WordPerfect	Onnet 2.0	Inspiration	Kronos Time Keeping Software
Lotus 1-2-3	PC File +	Novell Netware	Netscape Communicator
Crystal Reports	dBASE III+	ADP E-Time	Novell GroupWise (email)
OS/2	Windows NT 4.0	PC Anywhere	Windows 95,98 and 3.x
PC Support	Various versions of DOS		

Hardware

IBM, Dell, Compaq microcomputers and laptops	NT 4.0 servers
AS/400 systems units, system printers, and terminals	AT&T Affinity G3 PBX
Network communications equipment	Videoconferencing equipment

TECHNICAL SKILLS

- ◆ Supported CA-PRMS 8.4 (a fully integrated ERP system), wrote queries, assisted users in utilizing features, worked with system parameters, ran month end processes, ran physical inventory programs, implemented software to download data to PC format. Designed new programs for general ledger reports, implemented usage of ECN features of PRMS, changed consigned inventory process, streamlined month end processes
- ◆ Worked with users to determine hardware/software needs and to develop action plans to meet those needs
- ◆ Provided primary support for Panscan process and program including making modifications to code downloaded to scanning guns
- ◆ Installed AS/400, ethernet, token-ring, CAU, LAM, microcomputer, printer and connectivity hardware, evaluated malfunctions, and coordinated or made repairs
- ◆ Assisted users in using software applications, manipulating data, and downloading AS/400 data to Excel
- ◆ Performed Novell and NT administrator and AS/400 security officer duties
- ◆ Installed and supported videoconferencing and telephone equipment
- ◆ Designed and developed websites

TRAINING SKILLS

- ◆ Wrote end-user documentation on how to use videoconferencing equipment, wrote procedures for installing various hardware and software, troubleshooting guidelines for the network problems at Powerware
- ◆ Coordinated the City of Wilson microcomputer software training program: secured facilities, prepared training materials, taught classes
- ◆ Designed and developed training materials; conducted over 200 days of microcomputer training classes ranging from beginning to advanced levels in PC hardware, DOS, Lotus 1-2-3, WordPerfect, Word, DisplayWrite 4, dBASE III Plus and BASIC for NCSU's Continuing Education Program

PROJECT MANAGEMENT EXPERIENCE

- ◆ Active member of various project teams: CA-PRMS 8.4 Upgrade, Y2K, PC Software Audit, Help Desk Implementation (an automated system), PC Inventory, Network Equipment Upgrade, Email System Upgrade, Documenting IT Procedures, IT Business Recovery, BPO Shutdown, BPO Asset Dispersal
- ◆ Coordinated E-commerce team: designed internet storefront, manipulated sales data to determine which products to market on the internet, evaluated hardware and software platforms, coordinated project with internal representatives and external vendors
- ◆ Worked with IT staff to develop more effective ways to perform annual physical inventory including scanning finished goods
- ◆ Planned and implemented the removal of computer hardware and network equipment related to closing the 180,000 square foot facility in Leland
- ◆ Created and executed a hurricane preparedness procedure for computer and telephone equipment
- ◆ Served as Project Manager for installation of CA Unicenter TNG
- ◆ Served as project leader of the installation of the City of Wilson's first network using Novell Netware 3.12
- ◆ Served as project manager of the conversion from an IBM S/38 Model 700 to an IBM AS/400 Model D50 including writing bid specifications
- ◆ Implemented a "Key User" Group with staff from each of the 19 major divisions in the City of Wilson
- ◆ Automated the preparation of the citywide budget document using WordPerfect and Lotus, developed a worker's compensation tracking program

MANAGERIAL EXPERIENCE

- ◆ Worked with OEM marketing manager at Chloride to generate data that enabled the company to secure \$4M in new business
- ◆ Coordinated and provided all IT project management support for manufacturing and distribution operations at Powerware's Leland facility which generated revenues of \$120+ M/year
- ◆ Recruited, trained, and supervised two PC Technicians, student interns, and on-site contract workers at Powerware
- ◆ Coordinated and provided general project management and direction of data processing operations in the absence of the City of Wilson data processing manager, including supervising staff of nine
- ◆ Assisted in the development and preparation of the City of Wilson information technology annual budget
- ◆ Designed job description, trained, and supervised Microcomputer Technician at the City of Wilson
- ◆ Supervised four microcomputer training specialists and technicians in all aspects of their respective job responsibilities at NC State University
- ◆ Sourced and coordinated installation of all new computer hardware/software for every department, maintained hardware/software for over 140 existing microcomputers, and inventory at City of Wilson
- ◆ Developed and evaluated Requests For Proposals for the selection of Police and Fire Department computer automation software. Project manager of installation of both software systems
- ◆ Marketed microcomputer training programs to state government agencies and private industry
- ◆ Prepared budget reports for microcomputer training unit, accurately projected future income from classes, determined classes to offer for NCSU Continuing Education Program

GRADUATE PROGRAM INSTRUCTIONAL DESIGN PRODUCTS

- ◆ **River View**, a web site created for the Center of Ocean Research and Monitoring Program to monitor plume data from the Cape Fear River
- ◆ **Ocean View**, a web site created to compare biological parameters in various ocean locations
- ◆ **Biology: Plants and Their Structure**, an interactive self-instructional web program
- ◆ **Introduction to Microsoft Excel 2000**, an online web course
- ◆ **Alphabet Fun**, an interactive computer-based instructional package
- ◆ **Introduction to Microsoft Office**, instructional designs project for a 5-day hands-on, instructor-led, print-based computer-training program
- ◆ **How to Build and Maintain a Terrarium**, a print-based self-instructional module
- ◆ **Worldwide Learning Initiative: A Training Needs Assessment**, a needs assessment project
- ◆ **Bringing UNCW Web Pages into Compliance with the Americans with Disabilities Act**, a front-end analysis and solution proposal
- ◆ **Design Elements for Making PowerPoint More Effective in Videoconferencing**, an instructor-led seminar

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EMPLOYMENT EXPERIENCE

University of North Carolina Wilmington, Wilmington, NC

Graduate Research Assistant, January 2002-May 2002

Chloride Systems, Burgaw, NC

IT Project Leader, October 1999-June 2000

Powerware, (formerly Exide Electronics), A Division of Invensys, plc. Information Technology Department, Leland, NC

IT Project Leader, April 1997 – September 1999 (Facility closed)

PC Support Specialist II July 1995 – March 1997

City of Wilson, Data Processing Division, Wilson, NC

(August, 1988-July, 1995)

Computer Services Coordinator, March 1992 - July 1995

Microcomputer Specialist, August 1988 - March 1992

North Carolina State University

Center for Urban Affairs /Community Services, Raleigh, NC

Microcomputer Training Unit Acting Director, November 1987 - August 1988

Microcomputer Training Specialist, January 1986 - October 1987

EDUCATION

University of North Carolina at Wilmington, Wilmington, NC

M.S. in Instructional Technology, May 2002 4.0/4.0 GPA

North Carolina State University, Raleigh, NC

B.A. in Business Management, 1985 Magna Cum Laude

B.S. in Agricultural Economics, 1985 Magna Cum Laude

CONTINUING EDUCATION

PRMS Technical Overview, Nexgen Education, 2000

APICS Inventory Management Course, 2000

Project Management for IT Professionals, 1999

ADP E-Time Software Training, 1999

APICS Master Planning; MRP/CRP APICS courses, 1998

APICS Basics of Supply Chain Management Certification, 1998

AS/400 Concepts and Facilities Course, IBM, 1998

Introduction to DDS, COMMON University, 1996

System Administration with Novell Netware, NCSU, 1994

Advanced PC Support/400 Support, IBM Course #S6047, 1992

Powerware Sponsored Training:

IQ Software IQ/Objects Course, 1997

Customer Obsession, 1997

Power of Recognition, 1996

Employment Law, 1998

Self Management II, 1995

City of Wilson Sponsored Training:

Developmental Supervision, 1994

Working in Teams, 1994

Equal Employment Opportunity Training, 1993

Interaction Management Program, 1990

PROFESSIONAL OPPORTUNITIES

- ◆ **Cape Fear APICS**, Member 1997-Present; Board of Directors 1999-Present; Program Coordinator, 1999-2001; Special Projects Coordinator, 2001-Present
- ◆ **COMMON Conference**, An IBM Users Group, Atlanta, GA, 1996, 1992
- ◆ **North Carolina Local Government Information Systems Association**, Member 1988-1995; Arrangements Committee Member for 1993 Government Management Information Sciences (GMIS) National Conference, Conference Session Speaker: 1995, 1991, Conference Panel Discussion Leader: 1990

REFERENCES

Available upon request